

## **EMPLOYMENT PROGRAM**

### LEVEL I PROGRAM

02

PROGRAM TITLE: EMPLOYMENT

OBJECTIVE: TO ASSURE ALL WORKERS FULL AND EQUAL OPPORTUNITY TO WORK, DECENT WORKING CONDITIONS, FAIR TREATMENT ON THE JOB, EQUITABLE COMPENSATION, AND ASSISTANCE IN WORK-RELATED DIFFICULTIES.

#### MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF JOB APPLICANTS WHO FOUND JOBS.
2. PERCENTAGE RECEIVING SERVICES THAT ARE PLACED (VOCATIONAL REHABILITATION).
3. PERCENTAGE OF FEDERALLY-MANDATED REPORTS THAT MEET DEADLINES.

### LEVEL II PROGRAM

02 01

PROGRAM TITLE: FULL OPPORTUNITY TO WORK

OBJECTIVE: TO ENHANCE AN INDIVIDUAL'S OPPORTUNITY TO SEEK AND OBTAIN EMPLOYMENT BY FACILITATING THE DEVELOPMENT OF JOB SKILLS AND JOB PLACEMENT, AND TO PROTECT INDIVIDUALS AND FAMILIES FROM UNDUE ECONOMIC HARDSHIPS RESULTING FROM THE INVOLUNTARY LOSS OF JOBS.

#### MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF JOB APPLICANTS WHO FOUND JOBS.

### LEVEL III PROGRAM

02 01 01

LBR 111

PROGRAM TITLE: WORKFORCE DEVELOPMENT PROGRAM

OBJECTIVE: TO PLAN, DIRECT, COORDINATE, AND IMPLEMENT A CUSTOMER-DRIVEN STATEWIDE WORKFORCE DEVELOPMENT SYSTEM THAT DELIVERS EMPLOYMENT AND TRAINING SERVICES TO JOB APPLICANTS, WORKERS, AND INDUSTRIES.

#### MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF JOB APPLICANTS WHO FOUND JOBS.
2. PERCENT OF MILITARY VETERAN JOB APPLICANTS WHO FOUND JOBS.
3. PERCENT OF JOB APPLICANTS REFERRED TO JOB OPENINGS.
4. PERCENT OF ADULTS PLACED IN JOBS FOLLOWING DLIR-SPONSORED BASIC SKILLS AND/OR OCCUPATIONAL SKILLS TRAINING (SUCH AS CLERICAL, ACCOUNTING, COMMERCIAL DRIVING, ETC.).
5. PERCENT OF YOUTH (AGES 16-21) PLACED IN JOBS FOLLOWING DLIR-SPONSORED BASIC SKILLS AND/OR OCCUPATIONAL SKILLS TRAINING.
6. PERCENT OF APPRENTICES COMPLETING TRAINING AND ATTAINING A CERTIFICATE.

#### TARGET GROUPS:

1. JOB APPLICANTS RECEIVING DLIR PLACEMENT ASSISTANCE.
2. MILITARY VETERANS RECEIVING DLIR PLACEMENT ASSISTANCE.
3. EMPLOYERS SEEKING EMPLOYEES FOR JOB OPENINGS.
4. ADULTS RECEIVING DLIR-SPONSORED BASIC SKILLS AND/OR OCCUPATIONAL SKILLS TRAINING.
5. YOUTHS (16-21) RECEIVING DLIR-SPONSORED BASIC SKILLS AND/OR OCCUPATIONAL SKILLS TRAINING.
6. APPRENTICES IN APPRENTICESHIP TRAINING PROGRAMS.

PROGRAM ACTIVITIES:

1. SERVICES SUCH AS JOB COUNSELING, JOB REFERRALS AND JOB PLACEMENT PROVIDED TO JOB APPLICANTS.
2. JOB OPENING NOTICES RECEIVED BY DLIR FROM EMPLOYERS.
3. INDIVIDUALS RECEIVING BASIC AND OCCUPATIONAL SKILLS TRAINING.

LEVEL III PROGRAM

02 01 02

LBR 135

PROGRAM TITLE: WORKFORCE DEVELOPMENT COUNCIL

OBJECTIVE: TO DEVELOP AND IMPROVE A STATE WORKFORCE DEVELOPMENT SYSTEM THAT MOTIVATES AND SUPPORTS THE ECONOMIC AND SOCIAL SELF-SUFFICIENCY OF HAWAII'S COMMUNITIES AND RESIDENTS.

MEASURES OF EFFECTIVENESS:

1. PERCENT SUCCESS IN MEETING OR EXCEEDING WORKFORCE INVESTMENT ACT TARGET OUTCOMES.
2. PERCENT SUCCESS IN ADVANCING ADMINISTRATION AND LEGISLATIVE RECOMMENDATIONS IN ACCORDANCE WITH SECTION 202-2(6) OF THE HAWAII REVISED STATUTES.
3. PERCENT SATISFACTION WITH WORKFORCE DEVELOPMENT COUNCIL'S (WDC) EFFECTIVENESS MEASURED BY COMMUNITY PARTICIPATION IN WDC FORUM AND OTHER WORKFORCE COORDINATION AND INTEGRATION INITIATIVES.

TARGET GROUPS:

1. CIVILIAN POPULATION (AGES 14-64).
2. ELEMENTARY AND SECONDARY SCHOOL POPULATION.
3. POST-SECONDARY SCHOOL POPULATION.

PROGRAM ACTIVITIES:

1. PERCENT COMPLIANCE WITH WORKFORCE INVESTIGATION ACT REQUIREMENTS.
2. NUMBER OF REPORTS AND PUBLICATIONS COMPLETED.
3. NUMBER OF ORGANIZATIONS PARTICIPATING IN THE ANNUAL WDC FORUM AND OTHER WORKFORCE COORDINATION AND INTEGRATION INITIATIVES.

LEVEL III PROGRAM

02 01 03

LBR 171

PROGRAM TITLE: UNEMPLOYMENT INSURANCE PROGRAM

OBJECTIVE: TO ALLEVIATE ECONOMIC HARDSHIPS THAT RESULT FROM LOSS OF WAGE INCOME DURING PERIODS OF INVOLUNTARY UNEMPLOYMENT.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF INSURED EMPLOYEES AS A PERCENTAGE OF THE TOTAL LABOR FORCE.
2. NUMBER OF PROMPT PAYMENTS MADE AS A PERCENTAGE OF THE TOTAL NUMBER OF PAYMENTS.
3. NUMBER OF ACCEPTABLE NON-MONETARY DETERMINATIONS AS A PERCENTAGE OF THE TOTAL NUMBER OF NON-MONETARY DETERMINATIONS.
4. NUMBER OF ACCEPTABLE APPEALS AS A PERCENTAGE OF THE TOTAL NUMBER OF DECISIONS.
5. NUMBER OF PROMPT STATUS DETERMINATIONS (WITHIN 14 DAYS) AS A PERCENTAGE OF THE TOTAL STATUS DETERMINATIONS.
6. NUMBER OF AUDITS PERFORMED AS A PERCENTAGE OF THE TOTAL NUMBER OF EMPLOYERS.
7. NUMBER OF EMPLOYERS DELINQUENT FOR REPORT AS A PERCENTAGE OF THE TOTAL NUMBER OF EMPLOYERS.
8. NUMBER OF EMPLOYERS DELINQUENT FOR REPORT AS A PERCENTAGE OF THE TOTAL NUMBER OF EMPLOYERS.

TARGET GROUPS:

1. NUMBER OF INSURED UNEMPLOYED INDIVIDUALS (WEEKLY AVERAGE).
2. NUMBER OF SUBJECT EMPLOYERS.
3. NUMBER OF SELF-FINANCED NON-PROFIT ORGANIZATIONS.

PROGRAM ACTIVITIES:

1. INITIAL OR NEW CLAIMS (ALL PROGRAMS).
2. CONTINUED CLAIMS (ALL PROGRAMS) (THOUSANDS).
3. CLAIMS ADJUDICATION - ALL PROGRAMS (NON-MONETARY DETERMINATION).
4. STATUS DETERMINATIONS.
5. EMPLOYER AUDITS.
6. TAX PAYMENT PROCESSING.
7. WAGE RECORDS (THOUSANDS).
8. INSURED UNEMPLOYMENT RATE.
9. TOTAL UNEMPLOYMENT RATE.

LEVEL III PROGRAM

02 01 04

LBR 903

PROGRAM TITLE: OFFICE OF COMMUNITY SERVICES

OBJECTIVE: TO FACILITATE AND ENHANCE THE DEVELOPMENT, DELIVERY AND COORDINATION OF EFFECTIVE PROGRAMS FOR THE ECONOMICALLY DISADVANTAGED, IMMIGRANTS, AND REFUGEES, TO ACHIEVE ECONOMIC SELF-SUFFICIENCY.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF ECONOMICALLY DISADVANTAGED PERSONS WHO OBTAINED EMPLOYMENT THROUGH OCS PROGRAMS.
2. NUMBER OF REFUGEES WHO OBTAINED EMPLOYMENT THROUGH OCS PROGRAMS.
3. NUMBER OF IMMIGRANTS WHO OBTAINED EMPLOYMENT THROUGH OCS PROGRAMS.
4. OF THOSE CLIENTS TRACKED, NUMBER OF ECONOMICALLY DISADVANTAGED PERSONS WHO MAINTAINED EMPLOYMENT FOR ONE YEAR.
5. NUMBER OF REFUGEES WHO MAINTAINED EMPLOYMENT FOR ONE YEAR.
6. NUMBER OF IMMIGRANTS OF THOSE TRACKED WHO MAINTAINED EMPLOYMENT FOR ONE YEAR.
7. NUMBER OF PERSONS WHO OBTAINED OTHER (NON-EMPLOYMENT) SERVICES THROUGH OCS PROGRAMS.

TARGET GROUPS:

1. NUMBER OF ECONOMICALLY DISADVANTAGED PERSONS SERVED.
2. NUMBER OF IMMIGRANTS SERVED.
3. NUMBER OF REFUGEES SERVED.

PROGRAM ACTIVITIES:

1. NUMBER OF FEDERAL GRANTS AWARDED TO THE OCS.
2. DOLLAR AMOUNT OF FEDERAL GRANTS AWARDED TO THE OCS.
3. NUMBER OF FEDERALLY-FUNDED CONTRACT ADMINISTERED BY THE OCS.
4. NUMBER OF STATE-FUNDED PURCHASE OF SERVICE CATEGORIES ADMINISTERED BY THE OCS.
5. NUMBER OF STATE-FUNDED CONTRACTS ADMINISTERED BY THE OCS.
6. NUMBER OF CONTRACTS MONITORED/EVALUATED BY THE OCS.
7. NUMBER OF TRAININGS/WORKSHOPS CONDUCTED BY THE OCS.

PROGRAM TITLE: HAWAII CAREER (KOKUA) INFORMATION DELIVERY SYSTEM

OBJECTIVE: TO DEVELOP AND DELIVER OCCUPATIONAL AND EDUCATIONAL INFORMATION USED FOR CAREER CHOICE AND JOB SEARCH PURPOSES OBTAINED PRIMARILY FROM THE HAWAII OCCUPATIONAL INFORMATION SYSTEM, THAT ARE MADE AVAILABLE TO ALL REGIONS AND PEOPLE OF THE STATE THROUGH CUSTOMER SITES.

MEASURES OF EFFECTIVENESS:

1. DEGREE OF SATISFACTION OF USERS WITH THE CAREER EXPLORATION TOOL (1-100) (HAWAII CAREER INFORMATION DELIVERY SYSTEM).

TARGET GROUPS:

1. NUMBER OF INTERNET "HITS" ON THE CAREER KOKUA WEBSITE.

PROGRAM ACTIVITIES:

1. NUMBER OF OUTREACH AND EDUCATIONAL ACTIVITIES CONDUCTED.

PROGRAM TITLE: VOCATIONAL REHABILITATION

OBJECTIVE: TO ENABLE THOSE WITH PHYSICAL AND MENTAL DISABILITIES TO ACHIEVE GAINFUL EMPLOYMENT BY PROVIDING THEM VOCATIONAL REHABILITATION SERVICES.

MEASURES OF EFFECTIVENESS:

1. NUMBER RECEIVING SERVICES AS A PERCENTAGE NEEDING SERVICES.
2. NUMBER PLACED AS A PERCENTAGE RECEIVING SERVICES DURING THE YEAR.
3. AVERAGE TIME TO ACHIEVE GAINFUL EMPLOYMENT.
4. AVERAGE COST PER INDIVIDUAL TO ACHIEVE EMPLOYMENT.
5. AVERAGE WEEKLY EARNINGS AS PERCENTAGE OF EARNINGS PRIOR TO SERVICES.

TARGET GROUPS:

1. NUMBER OF PERSONS WITH PHYSICAL DISABILITIES WHO COULD BENEFIT FROM VOCATIONAL REHABILITATION.

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICATIONS PROCESSED.
2. NUMBER OF VOCATIONAL REHABILITATION PLANS DEVELOPED.
3. NUMBER IN REHABILITATION PROGRAMS.
4. NUMBER OF SUCCESSFUL JOB PLACEMENTS.

PROGRAM TITLE: ENFORCEMENT OF LABOR LAWS

OBJECTIVE: TO ASSURE AND PROTECT THE RIGHTS OF JOBSEEKERS AND WORKERS RELATED TO FAIR AND EQUITABLE TREATMENT FOR HIRING, ON-THE-JOB MATTERS, SAFE AND HEALTHFUL WORKING CONDITIONS, AND UNDUE ECONOMIC HARDSHIPS RESULTING FROM WORK OR NON-WORK RELATED INJURY OR ILLNESS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF SUBJECT EMPLOYERS IN COMPLIANCE.

LEVEL III PROGRAM

02 02 01

LBR 143

PROGRAM TITLE: HAWAII OCCUPATIONAL SAFETY AND HEALTH PROGRAM

OBJECTIVE: TO ENSURE EVERY EMPLOYEE SAFE AND HEALTHFUL WORKING CONDITIONS; AND THE SAFE OPERATION AND USE OF BOILERS, PRESSURE SYSTEMS, AMUSEMENT RIDES, ELEVATORS, AND KINDRED EQUIPMENT.

MEASURES OF EFFECTIVENESS:

1. ACCIDENT, INJURY/ILLNESS RATE PER 100 EMPLOYEES.
2. WORKDAYS LOST PER 100 EMPLOYEES.
3. WORK-RELATED FATALITIES PER 100,000 EMPLOYEES.
4. AVERAGE WORKERS' COMPENSATION COSTS.

TARGET GROUPS:

1. COVERED CIVILIAN WORK FORCE EXCEPT FEDERAL AND MARITIME.
2. COVERED EMPLOYERS EXCLUDING FEDERAL AND MARITIME.
3. NUMBER OF ELEVATORS, BOILERS, PRESSURE SYSTEMS, AMUSEMENT RIDES, AND KINDRED EQUIPMENT IN THE STATE.

PROGRAM ACTIVITIES:

1. NUMBER OF SAFETY/HEALTH COMPLIANCE INSPECTIONS.
2. NUMBER OF SAFETY AND HEALTH COMPLIANCE ASSISTANCE CONSULTATIONS.
3. NUMBER OF FATALITY/CATASTROPHE INVESTIGATIONS FOR SAFETY AND HEALTH.
4. NUMBER OF DISCRIMINATION INVESTIGATIONS FOR SAFETY AND HEALTH.
5. NUMBER OF SAFETY AND HEALTH HAZARDS CORRECTED.
6. NUMBER OF ELEVATOR, ETC., INSPECTIONS.
7. NUMBER OF BOILER AND PRESSURE VESSEL INSPECTIONS.
8. NUMBER OF COMPLAINTS SATISFIED WITH TIMELY RESPONSES.
9. TOTAL NUMBER OF TRAINING HOURS PROVIDED.

LEVEL III PROGRAM

02 02 02

LBR 152

PROGRAM TITLE: WAGE STANDARDS PROGRAM

OBJECTIVE: TO ASSURE WORKERS OF THEIR LAWFUL RIGHTS AND BENEFITS RELATED TO WAGES, SAFEGUARD AGAINST UNLAWFUL EMPLOYMENT PRACTICES, AND PROMOTE VOLUNTARY COMPLIANCE BY EDUCATING AND ASSISTING EMPLOYERS.

MEASURES OF EFFECTIVENESS:

1. COMPLAINT RATE (PER 100,000 LABOR FORCE - WAGES).
2. COMPLAINT RATE (PER 100,000 LABOR FORCE - WORK INJURY TERMINATION).
3. AVERAGE TIME BETWEEN FILING THE COMPLAINT AND FINDINGS (WAGES) (GOAL - 45 DAYS).
4. AVERAGE TIME BETWEEN COMPLAINT HEARING AND DECISION (WORK INJURY TERMINATION) (GOAL - 45 DAYS).
5. NUMBER OF MONETARY VIOLATIONS PER 100 EMPLOYERS INVESTIGATED.
6. AVERAGE TIME BETWEEN FILING COMPLAINT AND FINDINGS (CHAPTER 104).
7. CHILD LABOR VIOLATION RATE (PER 10,000 MINORS).
8. PERCENTAGE OF SATISFIED CUSTOMERS.

TARGET GROUPS:

1. TOTAL NUMBER OF EMPLOYERS.
2. TOTAL NUMBER OF LABOR FORCE (IN THOUSANDS).
3. TOTAL NUMBER OF COMPLAINTS (WAGES).
4. TOTAL NUMBER OF COMPLAINTS (WORK INJURY TERMINATION).
5. TOTAL NUMBER OF MINORS (14 - 17 YEARS).

PROGRAM ACTIVITIES:

1. INVESTIGATIONS COMPLETED.
2. CERTIFICATES ISSUED.
3. COMPLAINT AND APPEAL HEARINGS.
4. ENROLLEES AT EDUCATIONAL WORKSHOPS.

LEVEL III PROGRAM

02 02 03

LBR 153

PROGRAM TITLE: HAWAII CIVIL RIGHTS COMMISSION

OBJECTIVE: TO SAFEGUARD AND ASSURE THE RIGHTS OF THE PUBLIC AGAINST DISCRIMINATORY PRACTICES DUE TO RACE, COLOR, RELIGION, AGE, SEX, MARITAL STATUS, NATIONAL ORIGIN, ANCESTRY, OR HANDICAPPED STATUS IN EMPLOYMENT, HOUSING, AND PUBLIC ACCOMMODATIONS THROUGH ENFORCEMENT OF ANTI-DISCRIMINATION LAWS AND PROVIDING PUBLIC EDUCATION AND OUTREACH.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF EMPLOYMENT DISCRIMINATION INVESTIGATIONS COMPLETED WITHIN ONE YEAR.
2. PERCENTAGE OF FAIR HOUSING DISCRIMINATION INVESTIGATIONS COMPLETED WITHIN 150 DAYS.
3. PERCENTAGE OF PUBLIC ACCOMMODATIONS DISCRIMINATION INVESTIGATIONS COMPLETED WITHIN ONE YEAR.
4. PERCENTAGE OF STATE SERVICES DISCRIMINATION INVESTIGATIONS COMPLETED WITHIN ONE YEAR.

TARGET GROUPS:

1. NUMBER OF EMPLOYMENT DISCRIMINATION COMPLAINTS FILED ANNUALLY.
2. NUMBER OF FAIR HOUSING DISCRIMINATION COMPLAINTS FILED ANNUALLY.
3. NUMBER OF PUBLIC ACCOMMODATION DISCRIMINATION COMPLAINTS FILED ANNUALLY.
4. NUMBER OF STATE SERVICES DISCRIMINATION COMPLAINTS FILED ANNUALLY.

PROGRAM ACTIVITIES:

1. NUMBER OF INVESTIGATIONS AND CLOSINGS FOR EMPLOYMENT DISCRIMINATION CASES AS MANDATED BY HRS 368-3.
2. NUMBER OF INVESTIGATIONS AND CLOSINGS FOR FAIR HOUSING DISCRIMINATION CASES AS MANDATED BY HRS 368-3.
3. NUMBER OF INVESTIGATIONS AND CLOSINGS FOR ACCOMMODATIONS DISCRIMINATION CASES AS MANDATED BY HRS 368-3.
4. NUMBER OF INVESTIGATIONS AND CLOSINGS FOR STATE SERVICES DISCRIMINATION CASES AS MANDATED BY HRS 368-3.

PROGRAM TITLE: DISABILITY COMPENSATION PROGRAM

OBJECTIVE: TO ALLEVIATE THE ECONOMIC HARDSHIPS RESULTING FROM THE LOSS OF WAGE INCOME DUE TO WORK OR NONWORK-CONNECTED DISABILITY AND PROVIDE VOCATIONAL REHABILITATION OPPORTUNITIES AND INCENTIVES FOR INDUSTRIALLY-INJURED WORKERS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF SUBJECT EMPLOYERS IN COMPLIANCE.
2. PERCENTAGE OF VOCATIONAL REHABILITATION PLAN PARTICIPANTS RETURNING TO WORK (WORKERS' COMPENSATION).
3. PERCENTAGE OF COMPLAINTS RELATING TO PAYMENTS MADE WITHIN 30 DAYS AND COMPENSABLE CLAIMS CORRECTLY CALCULATED (WORKERS' COMPENSATION).
4. PERCENTAGE OF COMPLAINTS RELATING TO INSURANCE COVERAGE, PAYMENTS MADE WITHIN 10 DAYS AND COMPENSABLE CLAIMS CORRECTLY CALCULATED (TEMPORARY DISABILITY INSURANCE AND PREPAID HEALTH CARE).
5. PERCENTAGE OF WORKER'S COMPENSATION DECISIONS ISSUED WITHIN 60 DAYS OF THE HEARING.
6. PERCENTAGE OF APPEALED WORKERS' COMPENSATION DECISIONS UPHeld BY THE LABOR APPEALS BOARD COMPARED TO TOTAL NUMBER OF DECISIONS HEARD BY THE BOARD.
7. PERCENTAGE OF CASES SCHEDULED FOR HEARING WITHIN 80 DAYS FROM REQUEST.

TARGET GROUPS:

1. SUBJECT EMPLOYERS.
2. COVERED WORKERS - TEMPORARY DISABILITY INSURANCE AND PREPAID HEALTH CARE.
3. COVERED WORKERS - WORKERS' COMPENSATION.
4. WORKERS REQUIRING SERVICES - WORKERS' COMPENSATION.
5. TEMPORARY TOTAL DISABLED WORKERS.

PROGRAM ACTIVITIES:

1. INVESTIGATIONS (WORKERS' COMPENSATION, TEMPORARY DISABILITY INSURANCE, PREPAID HEALTH CARE).
2. AUDITS (WORKERS' COMPENSATION, TEMPORARY DISABILITY INSURANCE, PREPAID HEALTH CARE).
3. PLANS REVIEW (TEMPORARY DISABILITY INSURANCE, PREPAID HEALTH CARE).
4. EMPLOYER EDUCATION AND EMPLOYER REGISTRATIONS.
5. TOTAL CLAIMS - NEW (WORKERS' COMPENSATION).
6. CLAIMS CLOSED (WORKERS' COMPENSATION).
7. HEARINGS (WORKERS' COMPENSATION).
8. DECISIONS (WORKERS' COMPENSATION).
9. REFERRAL TO REHABILITATION TRAINING.

PROGRAM TITLE: OFFICE OF LANGUAGE ACCESS

OBJECTIVE: TO PROVIDE CENTRALIZED OVERSIGHT, CENTRAL COORDINATION, AND TECHNICAL ASSISTANCE TO STATE AGENCIES WHEN IMPLEMENTING LANGUAGE ACCESS REQUIREMENTS BETWEEN ALL LEVELS OF GOVERNMENT AND INDIVIDUALS WHO ARE PRECLUDED FROM USING PUBLIC SERVICES DUE TO LANGUAGE PROFICIENCY BARRIERS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF STATE AGENCIES IN COMPLIANCE WITH LANGUAGE ACCESS REQUIREMENTS.

TARGET GROUPS:

1. NUMBER OF STATE AGENCIES.

PROGRAM ACTIVITIES:

1. NUMBER OF TECHNICAL ASSISTANCE MEETINGS.
2. NUMBER OF LANGUAGE PROFICIENCY BARRIERS ELIMINATED THROUGH INFORMAL/FORMAL METHODS.

LEVEL II PROGRAM

02 03

PROGRAM TITLE: LABOR ADJUDICATION

OBJECTIVE: TO PROVIDE PROMPT RESPONSE, EQUITABLE TREATMENT, AND ADMINISTRATIVE REDRESS OF GRIEVANCES TO PARTIES APPEALING DECISIONS AS PROVIDED BY THE WORKERS' COMPENSATION AND OTHER LABOR LAWS, AND TO RESOLVE DISPUTES IN COLLECTIVE BARGAINING FOR EMPLOYEES.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF DECISIONS RENDERED ON A TIMELY BASIS (WITHIN 30 DAYS).

LEVEL III PROGRAM

02 03 01

LBR 161

PROGRAM TITLE: HAWAII LABOR RELATIONS BOARD

OBJECTIVE: TO ADMINISTER CHAPTERS 89 AND 377, HRS, IN A NEUTRAL QUASI-JUDICIAL CAPACITY TO PROMOTE HARMONIOUS AND COOPERATIVE LABOR-MANAGEMENT RELATIONS, AND RESOLVE DISPUTES IN COLLECTIVE BARGAINING FOR EMPLOYEES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF DECISIONS RENDERED ON A TIMELY BASIS (WITHIN 30 DAYS).
2. PERCENTAGE OF DECISIONS UPHELD ON APPEAL.

TARGET GROUPS:

1. PUBLIC EMPLOYERS.
2. PUBLIC EMPLOYEE ORGANIZATIONS.
3. PUBLIC EMPLOYEES (IN THOUSANDS).
4. PRIVATE EMPLOYERS COVERED BY THE HAWAII LABOR RELATIONS ACT.
5. PRIVATE EMPLOYEE ORGANIZATIONS COVERED BY THE HAWAII LABOR RELATIONS ACT.
6. PRIVATE EMPLOYEES (THOUSANDS) COVERED BY THE HAWAII LABOR RELATIONS ACT.

PROGRAM ACTIVITIES:

1. PROHIBITED PRACTICE COMPLAINTS.
2. DECLARATORY RULINGS REQUESTED.
3. PETITIONS FOR CLARIFICATION OR AMENDMENT OF UNIT.
4. REPRESENTATION PROCEEDINGS AND ELECTIONS.
5. CIRCUIT/SUPREME COURT APPEALS.
6. REFUND OF UNION DUES TO NONMEMBER EMPLOYEES.
7. IMPASSE ASSISTANCE.
8. OCCUPATIONAL SAFETY AND HEALTH APPEALS.



PROGRAM TITLE: LABOR AND INDUSTRIAL RELATIONS APPEALS BOARD

OBJECTIVE: TO PROVIDE FAIR TREATMENT FOR INDIVIDUALS IN THE PROMPT, JUST AND INEXPENSIVE REVIEW OF APPEALS FROM WORKERS' COMPENSATION AND OCCUPATIONAL SAFETY AND HEALTH (BOILER/ELEVATOR) DECISIONS OF THE DIRECTOR OF LABOR AND INDUSTRIAL RELATIONS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF APPEALS RESOLVED IN 15 MONTHS.
2. PERCENTAGE OF BOARD DECISIONS UPHELD BY THE APPELLATE COURT.

TARGET GROUPS:

1. NUMBER OF APPEALS FILED.

PROGRAM ACTIVITIES:

1. NUMBER OF PRE-HEARING CONFERENCES HELD.
2. NUMBER OF SETTLEMENT/STATUS CONFERENCES HELD.
3. NUMBER OF HEARINGS HELD.
4. NUMBER OF MOTION HEARINGS HELD.

PROGRAM TITLE: EMPLOYMENT SECURITY APPEALS REFEREES' OFFICE

OBJECTIVE: TO PROVIDE JUDICIAL REVIEW ON APPEALS FROM DETERMINATIONS AND REDETERMINATIONS FOR UNEMPLOYMENT COMPENSATION BENEFITS

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF HEARINGS SCHEDULED WITHIN 30 DAYS OF APPEAL REQUEST.
2. PERCENTAGE OF APPEALS DECISIONS ISSUED WITHIN 30 DAYS FOLLOWING THE HEARING.

TARGET GROUPS:

1. NUMBER OF APPEAL REQUESTS RECEIVED.

PROGRAM ACTIVITIES:

1. NUMBER OF APPEALS HEARINGS HELD.
2. NUMBER OF APPEALS DECISIONS ISSUED.

PROGRAM TITLE: OVERALL PROGRAM SUPPORT

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY WITH WHICH THE OBJECTIVES OF THE PROGRAM ARE ACHIEVED BY PROVIDING EXECUTIVE DIRECTION, PROGRAM PLANNING AND ANALYSIS, OTHER PROGRAM SUPPORT, AND ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF FEDERALLY-MANDATED REPORTS THAT MEET DEADLINES.

PROGRAM TITLE: DATA GATHERING, RESEARCH AND ANALYSIS

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY, AND CONTRIBUTE TO GENERAL ECONOMIC POLICYMAKING BY GATHERING, ANALYZING AND REPORTING MANPOWER, EMPLOYMENT AND RELATED ECONOMIC DATA.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF FEDERALLY-MANDATED REPORTS THAT MEET DEADLINES.
2. DEGREE OF SATISFACTION OF USERS OF RESEARCH PRODUCTS AND SERVICES SUCH AS GOVERNMENT AGENCIES, YOUTH, JOBSEEKERS.

TARGET GROUPS:

1. NUMBER OF USERS OF RESEARCH PRODUCTS AND SERVICES.

PROGRAM ACTIVITIES:

1. NUMBER OF MANDATED REPORTS PRODUCED FOR INTERNAL AND EXTERNAL AGENCIES.
2. NUMBER OF ONLINE AND HARDCOPY PUBLICATIONS, ARTICLES, AND REPORTS.
3. NUMBER OF OUTREACH AND EDUCATION FORUMS CONDUCTED.

PROGRAM TITLE: GENERAL ADMINISTRATION

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY FORMULATING POLICIES, DIRECTING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE AND HOUSEKEEPING SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF VENDOR PAYMENTS MADE WITHIN 30 DAYS.
2. PERCENTAGE OF FEDERALLY-MANDATED FISCAL REPORTS THAT MEET DEADLINES.
3. PERCENTAGE OF PERSONNEL, CLASSIFICATIONS AND TRAINING REQUESTS PROCESSED.
4. PERCENTAGE OF GRIEVANCES RESOLVED BEFORE ARBITRATION.
5. PERCENTAGE OF DATA PROCESSING REQUESTS COMPLETED.

TARGET GROUPS:

1. NUMBER OF EMPLOYEES (DEPARTMENT).
2. NUMBER OF PROGRAM AND ATTACHED AGENCIES.

PROGRAM ACTIVITIES:

1. NUMBER OF PURCHASE ORDERS PROCESSED.
2. NUMBER OF PCARD TRANSACTIONS PROCESSED.
3. NUMBER OF FEDERALLY-MANDATED, FISCAL REPORTS (ANNUALLY) REQUIRED.
4. NUMBER OF FISCAL MONITORING COMPLETED.
5. NUMBER OF PERSONNEL, CLASSIFICATION, AND TRAINING REQUESTS RECEIVED.
6. NUMBER OF GRIEVANCES FILED.
7. NUMBER OF DATA PROCESSING REQUESTS RECEIVED.